PIMA

User Programming Guide

for the *FORCE* and *VISION* Alarm Systems

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Default Codes

Master User: 5555   Master Technician: 1234

Signs in this guide

⚠	**Warning**
Note	Note
↵	Enter sub-menu, select/deselect, save selection.
▶	Menu with sub-menus
↻	Return/Esc, Cancel
⊙	Selectable parameter (enabled/disabled)
#/*	Scroll between zones, partitions, users, etc.

Chap. 1   Menus and codes

The **FORCE** and the **VISION** alarm systems have two separate menus - *User* and *Technician* - with a Master code for each. The Master User code can set all the user parameters. Other user codes can be restricted by user permissions. The Master Technician can set the technician parameters.

Programming the alarm system can be done using an LCD keypad (KLT/KLR500), or via the **PIMAlink 3.0** app[1].

1.1   Code setting guidelines

Note the following, when setting codes:

- All codes are made of 4-6 digits, except the Quick Arm (2-digit) code.
- Codes cannot start with the digits of other defined code, including the Quick Arm two-digit code. For example, a five-digit user code cannot start with the digits of a four-digit user code.
- Codes cannot be revealed or restored in any way, only replaced with a new one.
- The codes 1234 and 5555 are reserved

1.2   How to change the default codes

When you enter the user menu for the first time, you must change the default Master codes. This is usually done by the installer of the alarm system.

Do as follows to change the codes:

1. In the main screen, press 5555: the code-setting screen is displayed[2].
2. Press ⏎ - the curser moves to the right of the *Maser Code*.
3. Enter a new 4-6 digit code.
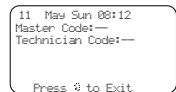
   Keep the code in a safe place.

4. Press ⏎ - the code is saved and the curser moves back to the left.
5. If only the Master code field is displayed, press ↻ to save and return to the main screen.
6. If the *Technician Code* field is displayed, repeat the above steps and enter a new 4-6 digit Technician code. Keep the code in a safe place.
7. Press ⏎ - the code is saved.
8. Press ↻ to return to the main screen.
9. Set the system time - see section 7.4, on page 12.

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[1] Ver. 3.2 and higher
[2] In some versions, only the Master code is displayed.

1.3   The user menu

The user menu includes the users and contacts settings, and some system parameters. As mentioned before, the Master user can enter all the sub-menus of the User menu and set every parameter. The access of other users can be restricted, using user permissions.

To enter the user menu, do as follows:

1. Enter the Master code, **or**

2. Press the menu key ▤ on an LCD keypad and enter a user code (you must have a permission to enter the menu - see section 5.1, on page 7).

Navigate in the menus as follows:

- Press ↵ to select, save, or enter a sub-menu.

- Press ↻ to exit a sub-menu without saving (except in the *Keypad Settings* screen).

- Press the upwards and downwards ∧ ∨ arrows to scroll.

- Press # to scroll to the next screen (where relevant).

```
         User Menu
Arming & Disarming►
Bypass Zones►
Event Memory►
Users and Codes►
Communication►
System Options►
```
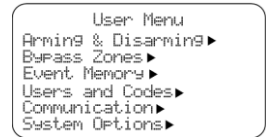
Chap. 2   Arming and Disarming

> *From here onwards, in addition to the Master code you can use any user code with the required permissions.*

2.1   Arm Away

Arming *Away* is used when the premises is left vacant and all the detectors are armed. Before you arm, check that the message "Ready to Arm" is displayed - if open zones are displayed, see Chap. 3, on page 6; if faults are displayed, see section 7.1, on page 11.

The arm *Away* options are listed below.

1. Press and hold the ⌂ key, until the keypad sounds a long beep; the alarm system is immediately armed, while the *Exit Delay* starts running, and the keypad sounds beeps and displays a progress bar timer. During the delay, passing through delayed zones will not trigger the alarm, and will allow you to leave the premises.
2. Enter a user code - the alarm system is immediately armed.
3. You can also arm via the menu: press ▤, enter a *User code* and scroll to *Arming & Disarming → Arm Away*.

> *The technician can set the siren to sound beeps, to indicate on arming and disarming.*

2.2   Arm in Home 1-4

The *Home 1-4* arming modes are used in defined parts of the premises - floors, separate rooms, perimeter detectors, etc. - when it is partially occupied, or during nighttime. As the alarm system is armed in one of these modes, only the *Home* mode zones (detectors) are armed, while all the other zones are bypassed; triggering an armed zone sets off the alarm, while people can stay in the zones that are not armed at the same time.

The technician can define up to four different *Home* modes.

The arm in *Home 1-4* options are listed below.

1. To arm in *Home 1*, press and hold the ⌂ key, until the keypad sounds a long beep. To arm in *Home 1-4*, press and hold the 1-4 keys; the Home zones are immediately armed, while the *Exit Delay*^{Error! Bookmark not defined.} starts running, and the keypad displays a progress bar timer. During the delay, you can stay in delayed zones, without setting off the alarm^{Error! Bookmark not defined.}. Entering an instant zone will set off the alarm (depends on the technician's system settings).
2. Press the ⌂ key and enter a user code - the alarm system is immediately armed in Home 1.
3. You can also arm via the menu: press ▤, enter a *User code* and scroll to *Arming & Disarming → Arm in Home 1-4*.

2.3   Disarm

To disarm the alarm system, enter a user code; if the alarm system is not disarmed, the user may not have a disarming permission, or is out of its disarming window of time (see section 5.1, on page 7). If you enter the Master code, press *Arming & Disarming* → *Disarm*.

2.3.1   Disarm partitions

When partitions are in use, a user can only disarm the partitions to which they are allocated. When disarming via a keypad, the keypad must also be allocated to the same partition/s (when disarming using the *PIMAlink 3.0* app, there is no such limit).

For example: a user that is allocated to partitions no. 2, 3 and 4, disarms the alarm system in a keypad that is allocated to partitions no. 1, 4, and 6. As a result, only partition no. 4 will be disarmed, being the only partition that both the user and the keypad are allocated to.

Chap. 3   Bypass Zones

Open zones - doors, windows, moving objects - must be closed, or you cannot arm the alarm system without triggering the alarm. You do have an option to bypass the open zone and arm the system (see the next warning). Bypassing is a one-time operation and time limited - a bypassed zone is automatically un-bypassed as the alarm system is disarmed.

> - ***A bypassed zone does not trigger the alarm when opened, and can breach the security of the premises.***
> - ***Bypass a zone only when it cannot be closed. If the problem persists, consult a technician.***

3.1   How to bypass on-the-fly

To bypass an open zone while arming the alarm system, do as follows.

1. Enter a user code; if you enter the Master code, press *Arming & Disarming → Arm Away/Home*.
2. The *Zone Bypass* screen is displayed - press ↵ to bypass the open zone/s. The exit delay starts running immediately and when elapsed, the system is armed.

3.2   How to bypass before arming

User Menu ▶ Bypass Zones

To bypass an open zone some time before arming, do as follows.

1. Press 🗒, enter a *User code → Bypass Zones → ↵*.
2. Press ↵ to bypass the zone.
3. If there are other open zones press # to scroll and bypass them.
4. Press ↻ to exit.

> *Because of security considerations, bypassing a zone is time limited. Refer to the technician.*
> **Note**

Chap. 4   Event Memory

The *Event Memory* displays the last 1024 system events, chronologically. You can scroll between the events by pressing the arrow keys, and see the details as described below.

Figure 1.   The event memory screen

Chap. 5   Users and Codes

Set the codes and definitions of the users of the alarm system, and system codes. All codes, except the *Short Code* are 4-6 digit long. See the *Code setting guidelines* on page 2.

The menu includes the sub-menus that follows.

1. Users: see the next sub-section.

2. Master code: the Master user code

3. Quick arm code: a two-digit code, used for arming only.

4. Duress code: a code that can be used if you are forced to disarm the alarm system. When this code is entered, the alarm system is disarmed, but also sends a silent distress signal to the CMS (where relevant) and the contacts.

5. Home Auto.: a code for home automation systems[3]

6. Operation codes: see next page.

5.1   Users

User Menu ▶ Users and Codes ▶ Users

To scroll between users, press # or *.

Parameter	Description
Code	4-6 digits
Name	User text, up to 16 characters.

Keyfob	Enroll a wireless key fob or panic button. The key fob is used for arming and disarming, and activate devices. A wireless module is required to use both; refer to the technician.
	
	1. Press * or # to scroll and select a user.
	2. Enrolled: selected - a key fob or a panic button are enrolled to the user.
	3. Enroll
	    a. Manual: use it only with PIMA peripherals.
	        • Serial no.: enter the device's serial number.
	        • Enroll: press to enroll the device.

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[3] Only systems that are approved by PIMA Electronic Systems

Parameter	Description
	b. Auto:
	• Status
	o Waiting: the system is waiting for a signal. Press one of the RMC key fob's buttons, or the RPB button for five seconds.
	o Received: a signal was received. The keypad will sound beeps. If more than one device is received, press the right arrow key until the desired one is displayed.
	• Serial no.: the selected device's number
	• Signal: the selected device's signal strength - *Strong*, *Good*, or *Poor*. If the signal is poor, change the location of the device.
	• Enroll: press to enroll the selected device.
	4. Delete
	• Delete: select a user (press # or *) and delete its device.
Disarming Window	Set a daily window of time, only during which the user is allowed to disarm the alarm system (arming is not time restricted).
	1) Set the *Start* and *End* times (the same for all the selected days).
	2) Days: select the days to apply the window.
	Example: Monday through Friday, 07:30-10:00. If the user will try to disarm at any other time, they will be rejected with the *Access Denied!* message.
Permissions	Define the permission/s for each system user. Most of the permissions restrict the user from setting the user menu. A user that will try to enter a menu it is not permitted to, will be rejected with the *Access Denied!* message.
	The permissions are as follows: Disarm, Event Memory (menu), Communication (menu), Users and Codes (menu), Time and Date (menu), Bypass Zones (menu), Auto Arming (menu), Technician Permit (menu), Control Remotely, Use All Keypads.
Partitions	If partitions are in use, assign each user with one or more partitions - they will only be able to view and arm/disarm these partitions.
	Select the assigned partitions: a selected number (partition) is steady on. Make sure the un-assigned partitions are blinking.
Reset User	Delete all the user definitions, including the password.

5.1.1 Operation codes

FORCE and **VISION** offer eight *Operation codes*, for activating different devices such as electric gates, garage shutter doors, and floodlights. You activate the peripheral (switch on/off, open/close) by entering an activation code (toggle) in a keypad, or in the PIMAlink app. Refer to the technician to use these codes.

Operation codes are subject to keypad and user partitioning (where relevant).

1) Press # or * to select a code.

2) Press ↵, enter a 4-6 digit code and press ↵ to save.

Chap. 6   Communication

The sub-menus in this menu are as follows:

1) Contacts
2) PIMA Cloud
3) Phone Notifications
4) Remote Service
5) CMS Registration

6.1   Contacts

User Menu ▶ Communication ▶ Contacts

Contacts receive notifications on alarms and other events. Here you set which contact will receive what notification and in what medium. Contacts are allocated to partitions the same as system users (where relevant).

Note, that the users of the *PIMAlink 3.0* app also receive the same notifications.

- Press * or # to scroll and select a contact.

Parameter	Description
Phone	The phone no. of the contact. If *FORCE* is connected to a phone line over a phone system, make sure the technician sets it accordingly.
Name	User text, up to 16 characters.
Comm. Paths	See below.
Notifications	Select the events that will be notified to the contacts. The options are Alarms from *Burglary, Panic, Fire, Duress, Medical,* and *Tamper/Anti-Mask* zones (detectors), and *Custom Zone 1-5, Faults, Invalid Code*[4], and *Arming/Disarming* events. The control panel notifies, by sounding an alarm sound over the phone, or sending a text message[5].
Partitions	Select the partitions that will report the contact on events (where relevant).

6.1.1   Communication and backup Paths

User Menu ▶ Communication ▶ Contacts ▶ Comm. Paths

Set the communication path/s to the contact, and the backup path/s, if the main path is at fault.

- Press * or # to scroll and select a contact.

1) Comm. Paths 1-2: select the communication path/s of the contact:
   - *Over Landline*: notifications will be sent over the telephone (*FORCE Lite*: unavailable).
   - *Over Cellular:* notifications will be sent over cellular phone[5].
   - *Over SMS:* notifications will be sent as text messages over cellular[5].

2) Backup Paths: select a path different from the main path, as a backup. For example, if you have selected *Over Cellular* as the main path, you can select *Over Landline* as a backup. The control panel will first try to notify the contact through the main path, and will use the backup path if it fails.

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[4] Exceeding the programmed limit of keystrokes, when trying to enter any code.
[5] Requires a cellular expander.

6.1.2   Communication Test

1) Path: select a contact's path to be tested.
2) Press to Start: press and check that a notification is received by the contact.

6.2   PIMA Cloud

User Menu ▶ Communication ▶ PIMA Cloud

To use the **PIMAlink 3.0** app to control your alarm system remotely, you will need to pair your (and others) mobile phone with your system, with a code. The pairing process is short. Before you pair the alarm system, download and install the app in any desired phone.

The pairing code is valid for 10 minutes, and must be generated again when necessary.

1) Pair to PIMAlink: press and wait (shortly) for the code to appear on the screen. Immediately enter the code in the pairing screen of the **PIMAlink 3.0** app, in every phone. You can directly enter this menu by pressing and holding key '8' on the main screen[6].
2) Unpair: press and disconnect all your mobile phones from the alarm system.

6.3   Phone Notifications

User Menu ▶ Communication ▶ Phone Notifications

When the alarm is set off, the control panel calls any contact that is set to receive notifications, and sounds an alarm over the phone.

Parameter	Description	Default	Range (sec)
Alarm Sound	The length of the alarm sound	30 sec	5-120
Repeat Massage	No. of times to redial and sound the notification	2	1-8

6.4   Remote Service

User Menu ▶ Communication ▶ Remote Service

Use the *Remote Service* menu when the service technician or CMS need to connect to the alarm system remotely. Directly enter this menu by pressing and holding key '6' on the main screen[6].

⚠️
- *"Remote Service" and "CMS Registration" (next) allow connecting and controlling the alarm system. Only allow authorized technician to use these options!*
- *The CMS/Technician can connect to the system remotely only using a remote connection code.*

Parameter	Description
Allow Access Now	Press this menu to allow an authorized technician to connect to the alarm system and control it remotely.
Over Network Over Cellular	1) IP/URL: leave the default address (1adgj.com), or enter the data in the form of IP:Port (no space), when asked by an authorized technician.
	2) Connect: the alarm system connects to the remote technician's computer.

6.5   CMS Registration

This menu is used for registering the alarm system at the CMS (where relevant).

[6] System version 1.2 and higher

Chap. 7   System Options

The *System Options* are as follows:

1) Override Faults: see below.
2) Zone Information: zone names, location, and status: see below.
3) Armed Partitions: see next page.
4) Time and Date: see page 12.
5) Chime Zones: see page 12.
6) Auto Arming: see page 13.
7) Reset Smoke Detector: see page 13.
8) Technician Permit: see page 14.
9) System Information: see page 14.

7.1   Override Faults

User Menu ▶ System Options ▶ Override Faults

As with open zones, you cannot arm the alarm system if a fault exists, and it must be fixed. Only when there is no other option it can be overridden[7]. Overriding is valid for one arming session and needs to be repeated every time you want to arm, as long as the fault exists.

> ⚠️ **Faults can breach the security of your alarm system and may indicate on burglary setup. Use the fault overriding option only when there is no other option, fix the fault immediately, or call for service technician.**

To override a fault before or while arming the alarm system, do as follows:

1. Enter the *Master* code, or press ▤ and enter a user code.
2. Scroll to *System Options* and press ↵.
3. Press *Override Faults* - the fault list is displayed.
4. Scroll to the correct fault and press ↵.
5. Press ↻ to exit. You can now arm the alarm system.

7.2   Zone Information

User Menu ▶ System Options ▶ Zone Information

View information about the zones (detectors) and their status - open or closed, alarm in memory, and more, detailed below. If partitions are in use, only those allocated with both the keypad and the user will be displayed.

Press and hold the ↻ key to exit. Press * or # to scroll between zones.

1) Name & Location: zone name and location. This information is set by the technician.
2) Zone Status: the status of each defined zone is represented by letters, listed in the table below.

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[7] If a fault cannot be overridden, call a service technician.

Zone	Description
No., steady on	Closed zone (normal mode)
No., flashing	Open zone - you must close or bypass to arm.
No. missing	The zone is permanently disabled by the technician
A	The zone is alarming now, or was violated when the alarm system was armed.
B	The zone has been bypassed by a user, or during auto arming.
C	Chime zone (door or window)
F	Zone fault. May indicate on burglary setup - call service immediately!
M	Anti-mask alarm; triggered when a wireless anti-mask detector is blocked (masked) with a material such as paper, tape, film, or spray. The zone is alarming now, or was violated when the alarm system was armed. Remove the blocking material or call service immediately - may indicate on burglary setup!
O	Armed zone (24H zone, or all the allocated partitions of the zone are armed)
T	Test mode (set by the technician). In this mode, a triggered zone triggers the alarm, but the control panel does not activate the sirens or report the CMS (where relevant). The zone is reinstated automatically after few days.

7.3 Armed Partitions

User Menu ▶ System Options ▶ Armed Partitions

View the numbers and names of the partitions that are currently armed. Only the keypad's allocated partitions are displayed.

7.4 Time and Date

User Menu ▶ System Options ▶ Date and Time

The system time must be set after a prolonged power failure (when the backup battery is discharged). If the alarm system is connected to PIMA cloud, time can be automatically updated (see below). Make sure system time is always accurate: *Auto-Arming* and *Disarming Window of Time* are time-based, and so is the event memory.

Parameter	Description
Time	Set the current time in hh:mm
Date	Set the current date in dd:MM
Year	Set the current year in 2 digits
Cloud auto-update	If the alarm system is paired with the PIMAlink cloud, and the *Time Zone* is set in the application, time will automatically be updated by the cloud.
Day	Set automatically

7.5 Chime Zones

User Menu ▶ System Options ▶ Chime Zones

Chime is a feature, in which the keypad buzzer sounds a series of beeps when a protected door or window is opened. The chime is active only while the alarm system is disarmed.

1) Chime Active/Inactive: globally set if the chime is active or not.
2) Set per Zone: press # or * to select a zone; press ↩ to activate the chime.

7.6   Auto Arming

The alarm system can be auto armed without the need to enter any code. Auto arming can be in *Away* or *Home* modes. If partitions are in use, each partition can be armed in a different time and have a separate no-movement period.

There are two auto-arming options:

- Timed: daily, at a certain time.
- No Movement: when no movement is detected in any of the detectors for a given period, probably because the premises is vacant and the alarm system was not armed[8].

When the auto-arming starts, the keypad buzzer sounds a series of beeps for a period of 45 seconds, after which the exit delay runs and the system is armed. If a user stops the process by entering a user code, *FORCE* will try to re-arm itself, according to the parameters you set in this menu.

The technician can set the alarm system to bypass open zones on auto-arming (they will be reinstated when the system is disarmed).

1)   Timed: select a partition (or stay in Partition 1 for no-partition system):

Definition	Description
Daily Hour	For every day of the week, set the time of the day for auto-arming.
Retry Interval	If a user stops the auto-arming process by entering a user code, set an interval in hours and minutes for arming retries. *FORCE* will try to re-arm itself according to the interval and the retry period (next).
Retry Period	If a user stops the auto-arming process by entering a user code, set the period in hours (1-12) for the *FORCE* to re-arm itself. If you do not set any period, *FORCE* will try to re-arm itself until midnight of the same day, in accordance with the previous Retry Interval.
Arming Mode	Select in which arming mode *FORCE* will be auto-armed: Away or Home 1-4.

2)   No-movement:

   a.   Select a partition (or stay in Partition 1 for no-partition system) and set the time in minutes (up to 255), that if no detector detects any movement at all, the auto-arming process will start.

   b.   Period: no-movement time in minutes (up to 255).

   c.   Arming Mode: see above.

3)   Timed-All Partitions: apply the definitions of partition #1 to all partitions.

4)   No-Movement-All Partitions: apply the definitions of partition #1 to all partitions.

7.7   Reset Smoke Detector

When a smoke detector detects smoke, it remains in detection mode and cannot reset itself. If the detector was activated because of the presence of smoke, read its instructions guide. If there was no smoke, press here to reset the detector.

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[8] Someone may be sleeping also.

7.8   Technician Permit

User Menu ▶ System Options ▶ Technician Permit

Press this option when the following occur:

1. The first time the installer needs to enter the technician menu. After that, they will not need your approval to enter this menu (locally only).
2. Your alarm can be monitored by more than one monitoring station. Any technician that does not have the master technician code needs your approval every time they want to service the system.

7.9   System Information

User Menu ▶ System Options ▶ System Information

View information about the control panel and the peripherals of your alarm system. The *System Reboot* menu is to be used when you are asked by a certified technician.

FORCE version: 1.3.X
VISION version: 1.x

P/N: 4410532